



# TRANSPORTATION INITIATIVE FINAL REPORT

**Transportation needs for people with intellectual and developmental disabilities and delays (I/DD), caregivers, community agencies and providers continue to be unmet.** Often, people with I/DDs are not able to attend activities or appointments for lack of transportation. Many of their limited options are not timely, convenient or affordable. Reimbursement rates for transportation are so low that existing providers are not able to expand their capacity without significant support. With diversified funding, providers are limited to specific populations, a hindrance to collaboration. Developmental Pathways established the Transportation Initiative in 2015.

## Intended Benefits

- Individuals with I/DD will be able to safely travel and freely access the community

## Intended Outcomes

- Convenient, affordable, sustainable & efficient transportation opportunities are available for interested individuals who receive DP services
- Increase in families and adults with I/DD who use travel training to access public transportation
- Increase in number and location of transportation routes





## RESEARCH

The Community Outreach Department at Developmental Pathways conducted qualitative research through individuals in service, families, providers and Program Approved Service Agencies (PASAs). Data collection included surveys and focus groups. The research supported the strategy development of the initiative as well as enhanced relationship with the community.



### Key Findings

#### INDIVIDUALS

- Based on survey and focus groups of individuals in service, all individuals who participated are mostly or completely independent in traveling alone and know what to do when lost.
- Male individuals tend to feel safe traveling alone but have been harassed and exploited.
- Female individuals traveling alone generally do not feel safe.
- There is a desire for drivers to take sensitivity training
- Survey comments and focus groups indicated many concerns with Access-a-Ride regarding unreliability, punctuality and a lack of understanding and compassion towards clients.
- Identified a need for extended hours of transportation in the early mornings, evenings, weekends, and holidays

#### CAREGIVERS

- Caregivers had greater concern over individuals in service traveling alone than the individuals had of themselves traveling alone
- Caregivers hold the opinion that drivers of all types of transportation need sensitivity training
- Caregiver focus group participants believe Access-a-Ride works only 70 % of the time it is used
- 74 % of caregivers identified that the individual in service needs to be at their destination at a specific time -- *Aurora, Centennial and Denver are the top destinations*
- Aurora, Centennial and Parker are the top places where survey participants live
- 61% of transportation costs are covered out of pocket, so providers do not all need to be PASA's

#### PROVIDERS

- 84% of transportation providers require individuals to be enrolled in their program in order to use their transportation services
- Current providers are willing to serve the geographic areas identified as needing transportation -- *Castle Rock and Lone Tree are the least desirable by providers*
- 16% of providers are interested and 40% are potentially interested in expanding transportation services
- The top reason providers are not interested in the expansion of transportation services is because it is a secondary program
- Identified provider needs: funding for staff and vehicles





## Activities

### Grants

The provider grants were started to award funds to providers to expand or enhance identified transportation needs including expanding routes, purchasing equipment and training in order to increase opportunities for transportation through public and private entities.

A total of **\$209,500** was awarded to the following eight community agencies:

- CentrePointe Support Living
- Community Intersections
- Honeyman Services
- Hope Farms
- Infinity for Goldstar Learning Options
- Right Turn Rides
- Sky Cliff Center
- Wellspring Community

### Volunteer Driver Program

Developmental Pathways contracted with Denver Regional Mobility and Access Council (DRMAC) to develop a volunteer driver program.



The result is **DRMAC Rides**, a volunteer driver program that provides free rides to Arapahoe County residents 18 years and older with I/DD.

DRMAC Rides began taking rides in January 2018. The contract funding covered the first two years of the program. By July 2019, DRMAC was in talks with four different agencies who would like to expand or copy the program in other geographic areas.

### Accessible Information & Resources



A [transportation webpage](#) with resources was created on the Developmental Pathways website.

Four videos were made to support teens and adults with intellectual disabilities and can be found on the transportation webpage. The videos include:

- How to Be a Safe Rider
- Local Transportation Options
- On-Demand Transportation Apps
- Travel Training



## RTD Non-Profit Ticket Program

Developmental Pathways became an approved RTD Non-Profit Ticket Program participant in 2017. Through this program, low-income individuals and families can access public transportation at a reduced fare. Developmental Pathways verifies eligibility and purchases the discounted passes to give at the lower fare.

## Travel Training



Travel training is an opportunity for adults with intellectual disabilities to learn to safely and independently use public transit. Along with several one-time travel training opportunities, a pilot travel training series was done in partnership with The Arc of Arapahoe and Douglas. Pre- and post-surveys were conducted and showed positive results, but there was low participation and irregular attendance across the weeks.

A second travel training funded partially by Developmental Pathways is the Ride Share Education Program (R.S.E.P) through Honeyman Services LLC. This program teaches adults with intellectual disabilities how to use Uber or Lyft in a two-day seminar.

## Community Outreach & Advocacy

Senate Bill 17-011 established a technical demonstration forum to study and document how advanced technologies can improve transportation access for people with disabilities in various geographic areas of the State, including El Paso and Teller Counties. The forum submitted legislative recommendations in December 2017. Developmental Pathways actively participated in the meetings and submitted a policy brief with recommendations to the forum.

Developmental Pathways made a recommendation to expand affordable transportation options to persons with I/DD through lowering or eliminating the annual permit fee for non-profit and small Transportation Network Companies (TNCs) through the Public Utility Commission (PUC). TNCs use digital networks to connect riders and drivers. The annual fee for a TNC should be relative to their annual revenue. Maintaining the current fee will increase the cost for a pilot or nonprofit TNC and, therefore, the price of the rides, making the option less affordable.





## Rideshare App

Stepping Stone Support Center worked with additional partners to develop an app prototype to use with a new TNC that will be available for people with I/DD. The new TNC will utilize the Supported Living Services (SLS) and Developmental Disabilities (DD) Waivers and private funds to pay for rides to and from day programs, work and community integrated activities. Developmental Pathways collaborated on the program and business development for the initial stages of this developing program.



## More Resources

Additional resources and informational videos can be found on our website:  
[www.dpcolo.org/tools/transportation-initiative/](http://www.dpcolo.org/tools/transportation-initiative/)

### RESOURCES

#### WHAT IS TRAVEL TRAINING?



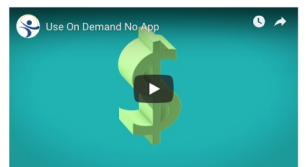
#### LOCAL TRANSPORTATION OPTIONS



#### HOW TO BE A SAFE RIDER



#### ON-DEMAND TRANSPORTATION APPS



#### TRANSPORTATION IN THE METRO DENVER AREA

#### ON-DEMAND TRANSPORTATION SERVICES

## Transportation Workgroup

At the start of the Transportation Initiative, Developmental Pathways convened a Transportation Workgroup which included community partners, providers and advocates interested in expanding transportation options. The group met two times before deciding to participate in the Local Coordinating Councils that are led by Denver Regional Mobility and Access Council (DRMAC).

While the LCCs focus on all populations, it was decided that meeting separately solely for the I/DD population would be duplicative. Consequently, Developmental Pathways actively participated in the Transportation Solutions Arapahoe County, Douglas County Transit Solutions and the DRMAC Regional meetings.

## Route Expansion

CentrePointe Support Living will begin transportation access to Castle Rock and bring riders to other areas for social, therapeutic and job-related needs. This will support community integration for people who are able to travel without a caregiver. This new transportation program should be ready to use by February 2020.



# IMPACT



## GRANTS

- 8** organizations for **\$209,500**
- 220** people will immediately benefit
- 4** vehicles purchased
- 2** training programs developed
- 1** new provider for on-demand requests (Castle Rock & surrounding)

## 30 unique riders

have used DRMAC Rides.

## 15 volunteers

have signed up to give rides.



## 20 families

regularly purchased reduced-price bus tickets/passes in the two years of the Non-Profit Ticket Program Service.

## 45 individuals

attended trainings by The Arc Arapahoe Douglas & DP

## 20 individuals

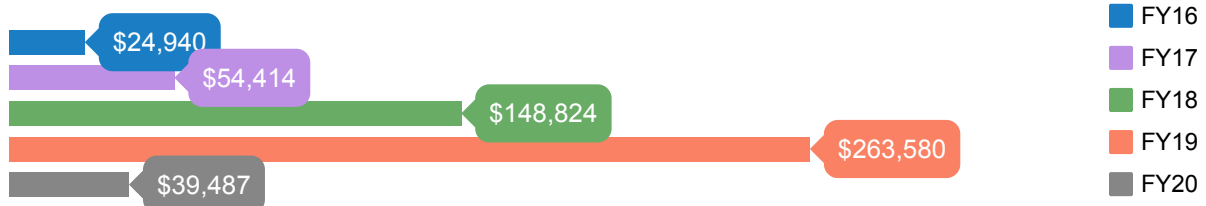
in Arapahoe & Douglas Counties completed R.S.E.P.



## Financials

**Total Board Designated Funds: \$566,245**

Expenses FY16 - FY20





## Lessons Learned

### Route Expansion

Transportation routes are costly to develop and maintain. The requests given to Developmental Pathways all indicated a financial need for start-up as well as up to two years of supplemental funds to cover routes and on-demand request programs until they reach full capacity.

The waiver reimbursement rates are below the levels necessary to successfully maintain on-demand requests or fixed routes. The option to collect cash payment for these rides rather than use waiver reimbursements is not feasible as the rides then become cost-prohibitive to the riders.

Public transportation is the lowest-cost-for-pay transportation option for individuals with intellectual disabilities who do not have access to their own vehicles.

### Travel Training

Public transportation continues to intimidate families, even with expanded transportation options. Families are concerned most about the unknowns of other riders rather than the abilities of people with intellectual disabilities.

With these concerns in mind, very few families participate in travel training or consider public transportation as a viable option to access the community.



## Next Steps

### Travel Training

The travel training program with The Arc Arapahoe Douglas does not reach many people, but the cost is low and therefore it will be continued.

Developmental Pathways will also continue to support the highly desired R.S.E.P., though the individual cost of the program is high. The R.S.E.P. provides access to the community without an increase of I/DD transportation providers.

### Volunteer Driver Program

DRMAC Rides is a cost-effective way to provide on-demand rides to residents in Arapahoe County. Developmental Pathways will continue to assess annual support of this program as DRMAC works to expand it and gain new partners.

### Non-Profit Ticket Program

This low-cost, simple program has capacity to expand and reach more of our limited income families. It will be continued at Developmental Pathways as long as RTD maintains it.

### Policy & Technology

Developmental Pathways will analyze policy options to support providers in expansion of transportation services.